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Official Conference of the Malcolm Baldrige National Quality Award

The Quest for  
Excellence®  
XVII



*business*



*education*



*health care*

April 10-13, 2005 • Marriott Wardman Park Hotel • Washington, DC



NIST

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**Do you want to improve your organization's performance results, stay abreast of the competition, create an environment that fosters social responsibility and ethical behavior, and increase your organization's effectiveness?**

Learn about the tool used by business, education and health care leaders to evaluate and focus their efforts on performance results, leadership effectiveness, customer and employee satisfaction, and process management. Meet the **2004 Baldrige Award recipients** at The Quest for Excellence XVII, where they will share their exceptional performance practices, their journey to performance excellence, and their lessons learned. Discover how senior leaders sustain their focus on excellence during fundamental shifts in economic and social frameworks. This conference is designed to maximize learning and networking opportunities.

Check our Web site at ***www.baldrige.nist.gov*** for the most recent conference information, including registration, accommodations, and conference schedule, or call **301-975-2036** for more information.

***Look for the 2004 Baldrige Award recipients to be announced in late November!***

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